DOCUMENT RESUME

ED 396 768 IR 055 941

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TITLE	Document Delivery in an Electronic Age: A Collection of Views and Viewpoints. 1995 NFAIS Report Series: New Technologies and New Relationships, Number 1.
REPORT NO	ISBN-0-942308-46-8
PUB DATE	95
NOTE	124p.
AVAILABLE FROM	National Federation of Abstracting and Information Services, 1518 Walnut St., Suite 307, Philadelphia, PA 19102-3403 (NFAIS members: $50; nonmembers: $60).
PUB TYPE	Books (010) -- Collected Works - General (020) -- Reports - Descriptive (141)
EDRS PRICE	Document Not Available from EDRS.
DESCRIPTORS	Case Studies; *Document Delivery; Fees; Futures (of Society); *Information Dissemination; *Information Services; Information Technology; Interlibrary Loans; Legal Responsibility; Library Automation; Microfiche; Reprography; Telecommunications; Vendors
IDENTIFIERS	American Telephone and Telegraph Company; Historical Background

ABSTRACT

This report examines both traditional and non-traditional methods of document delivery. Traditional methods, such as photocopying, interlibrary loan, and microfiche, are discussed, as well as electronic document delivery systems. The report begins with an historical overview of document delivery that discusses interlibrary loans, telecommunications, and library automation. Other topics include an overview of various services and fees; the legal issues of document delivery; a glimpse of document delivery in AT&T's corporate setting; the future outlook for document delivery; and a directory of current suppliers along with a brief evaluation of the capabilities of each. The chapters are: (1) "Introduction to Document Delivery--An Historical Overview" (Georgia Finnigan); (2) "The Rise of Value-added Document Delivery Services" (Georgia Finnigan); (3) "Legal Issues Related to Document Delivery" (Joseph L. Ebersole); (4) "A Case Study: Document Delivery in a Corporate Setting" (Laurie McFaddon and Rochelle Levin); (5) "The Future of Document Delivery--Statements from Suppliers" (Brian Hancock and others); (6) "Snapshot of Document Suppliers" (Laurie McFaddon and Rochelle Levin). (Author/AEF)

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